# **ELM Frequently Asked Questions**

## **Employee Self Service**

- What does "Pending Approval" mean as a status of a class that is on my 'All Learning' or 'My Learning' page?
  - O This means that the class is pending approval of a manager. You are not enrolled into the class until the class has been approved for you to take and the status moves from 'Pending Approval' to "Enrolled".
- I need to drop a class, but there is no "Drop" button in the row of the class that I want to drop.
  - O This is because you did not self-enroll into the class. Contact your Learning Administrator to drop the class for you.
- I need to add Supplemental Learning that contains education units, which type should I use?
  - To attach education units to Supplemental Learning use the "External Learning" type.

# **Learning Administration**

- Why is the Item or Activity that I have built not showing when I search the catalog?
  - O There could be a few reasons for this:
    - 1. A job has not run since you built the Item or Activity. The job is scheduled to run at Noon and 6pm.
    - 2. The Activity has not been moved from a 'Pending' status to an 'Active' status.
    - 3. A Learner Group has not been attached to either the Item or Activity.
- Why is the "Delivery Method" grayed out when I am trying to enter a Delivery Method for an Item?
  - O The most likely cause of this is that the Item effective date has been future dated past "today's date". Either make the effective date on the Item "today's date" or wait until the effective date on the Item has been reached.
- A Manager is on vacation and forgot to designate an alternate approver. Some of the employees need the Manager's approval for a class. How can the employees be approved for the class with the Manager being absent?

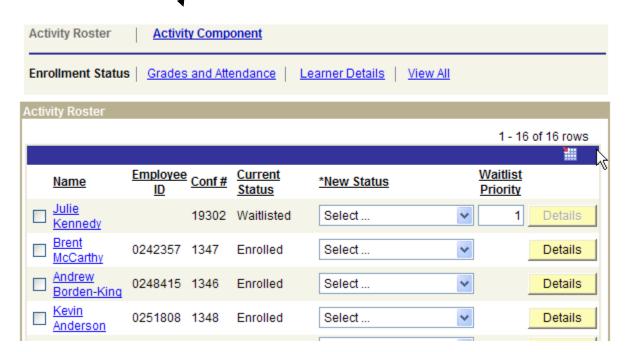
- In the absence of a Manager, a Learning Administrator can approve employees to take a class off of the roster.
- What is the difference between a Curricula Program and a Certification Program?
  - O A Curricula Program is a set of Items that only have to be completed once. A Certification Program is a set of Items that need to be completed and then expire at a certain time and need to be taken again. Such as a CPR program.
- What are Learner Groups and what do they do?
  - A Learner Group is a defined group of learners (group of employees) that share some of the same learner attributes, such as: the same department, or job code. One of the primary functions of learner groups is to control access to the learning catalog. If a learner is a part of a Learner Group that is attached to an Item and Activity, the learner can see that Item and Activity.
- I am trying to enroll a learner into a class, and I received more than 1 result of people that have the same name. How can I tell which person it is which I want to enroll?
  - Click on the name of the each person. The person's name appears as a blue link. This will go to a page that lists this person's Job Title, Department, and primary contact information. From the following information, you should be able to tell which learner is the one you want to enroll.
- How do I close an activity after the class has been completed?
  - Verify/Enter the Grades and Attendance of each Learner under Administer Activity Rosters. Navigation: Enterprise Learning > Learner Tasks > Administer Activity Rosters.
    - \*Be sure the Status of each employee enrolled has changed from 'Enrolled'. For example, status of 'Enrolled' to 'Completed'.
    - If the status has not changed from 'Enrolled', mark the component roster for that activity.
  - Navigate to the activity and change the status of the activity to 'Inactive.
     Navigation: Enterprise Learning > Catalog > Maintain Activities.
    - \*If anyone on the activity roster still has a status of 'Enrolled', they will be dropped. This is why making sure the status of each learner has changed from 'Enrolled' to a different status.
- Why is an activity not being marked 'Completed' when a learner has completed a web-based activity?
  - The most likely issue is that the web-based activity is not SCORM compliant. This means that for any web-based activity that is not SCORM compliant, the Activity Roster will need to be marked manually for each learner.

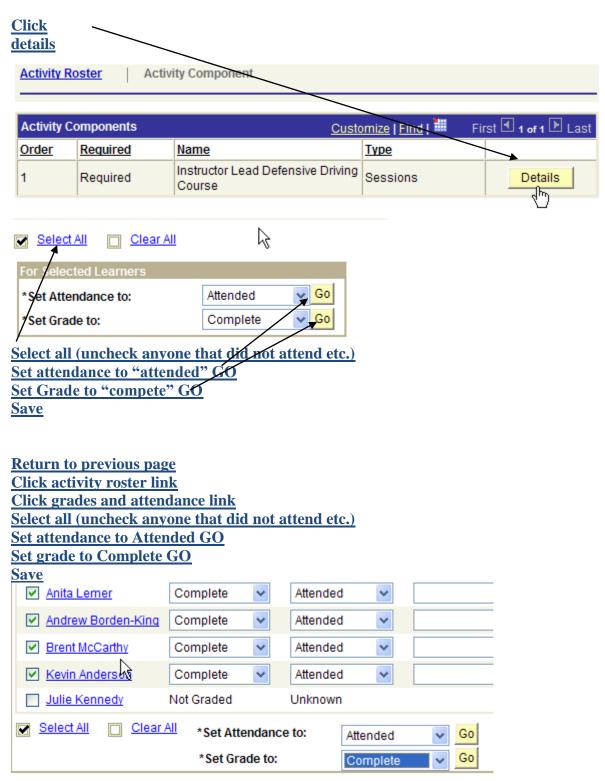
- A Learning Admin can change an activity that is not scorm compliant by not checking the passing required box in the completion tab of the activity. In doing so if a learner launches a course it will show it as complete rather than "in progress".
- If the activity is SCORM compliant and not marking the roster 'Completed', contact the helpdesk.
- I have an Item that has many Activities offered. What is the "best practice" of entering those Activities?
  - To create multiple Activities(classes) offerings for an Item(Course), the most effective way is to clone an Activity. To do this, at least 1 Activity has to be entered for the Item. Once an Activity is created, the cloning functionality can be used. The 'Clone' link is listed at the top of the Activity tab.
  - \*Remember each offering of the Item must have it's own Activity.

#### In the administer activity roster:

Click the activity component link (we need to mark it here also because "complete" was a customized setting.

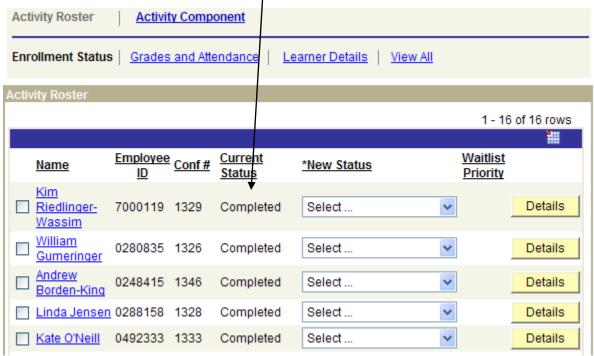
To show or change the selected filter options click on Search Options





**Click the enrollment status link** 

## Check that the current status is "complete" on the Enrollment status page

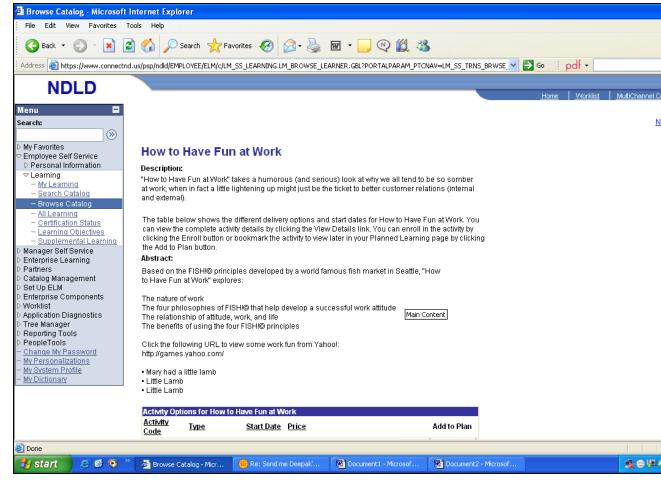


**Save** 

If you have anyone that was waitlisted, they will get automatically dropped. You can now inactivate or conclude the activity.

#### 1. Can bullets be used in Item description?

Yes. I copied and pasted some bullets from a word document and the Item displayed them. Please see below. The screenshot displays how the bullets would look to a learner.



# 2. If multiple instructors are attached to the session, who can view the roster in the person's Instructor page?

Any instructor entered on the instructor on the session can access the roster and view the details of the course on his/her instructor page.

Set the status of the activity. The status of the activity impacts enrollment in the activity as described. Values are:

Active: Activity appears in the Learning Catalog and learners can self-enroll into the activity. An administrator must mark this status manually.

Closed: Activities that are closed appear in the learning catalog for learners in self-service but learners cannot self-enroll. Whenever an activity is closed, only the learning administrators can enroll learners into that activity. An administrator must mark this status manually.

Concluded: Concluded activities do not appear in the learning catalog for learners to view or enroll in through self-service. Concluded activities are available to administrators and they can enroll learners into this activity. An administrator must mark this status manually.

Inactive: Activities that are inactive do not appear in the learning catalog for learners to view or enroll in through self-service. Whenever an activity becomes inactive, all enrollments (except for those that are completed or incomplete) are automatically dropped, and an email notification is sent to all the learners (whose enrollments are dropped). An administrator must mark this status manually. Always mark the grades and attendance before changing to Inactive, because they will be dropped if in an "enrolled" status. Learning Administrators cannot enroll someone into an Inactive activity, it would be locked.

*Pending:* This is the default for activities when they are first created. Activities with an enrollment status of pending can be viewed and managed by administrators but cannot be viewed or enrolled in by learners through self-service.

**Note.** You cannot save activities with *Active, Closed,* or *Concluded* statuses that do not have any learning components.

#### Scenario:

Class is over; you mark the grades and attendance, and make the activity inactive. You are later told by the instructor that one more person showed up and didn't sign up/enroll. Change the activity to concluded, add the person to the class, mark their grade/attendance, then change the activity back to inactive.

Enrolling into a certification Course.

Once you have registered for a certification course and your request has been approved, you will see the status change from waiting approval to registered.



The employee will then need to go into their learning activities, click on the course they want to enroll in and at the very bottom of that page, click on view enrollment options. You will then see something like this:

Demonstrate how to care for a muscle, bone or joint injury.



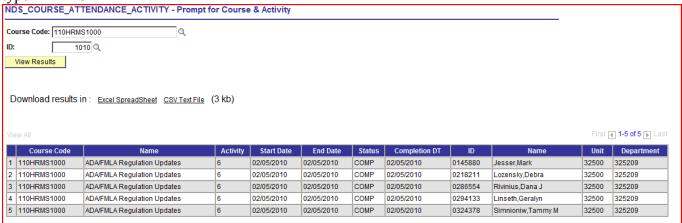
At this time, the employee can choose to add the item to their plan or enroll. (YOU MUST ENROLL TO RESERVE A SPOT AND BE ELIGIBLE TO ATTEND THE CLASS)

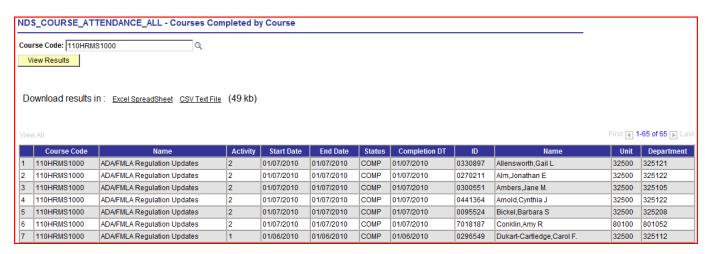
To actually enroll in the class, you need to click on the enroll button.

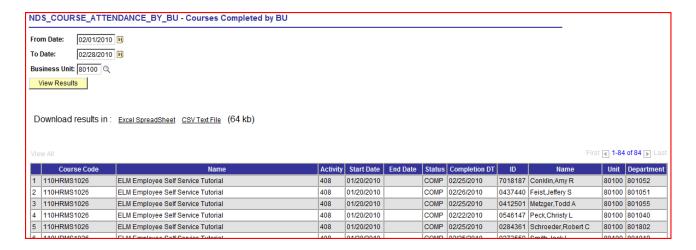
## Queries in ELM

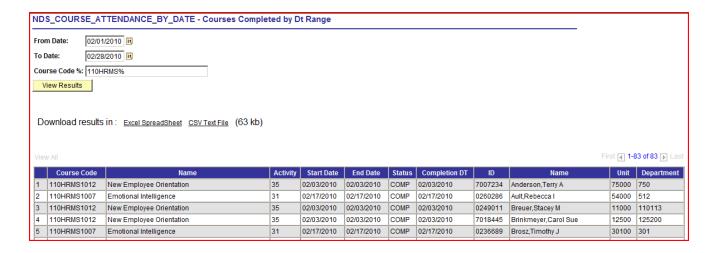
Below are some of the queries available in ELM.

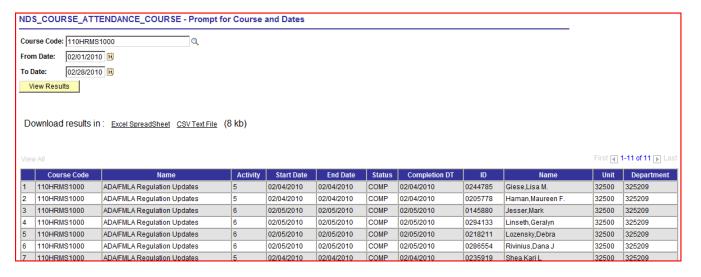
Navigation Is Enterprise Learning>Reporting Tools>Query Viewer in the query search type in 'NDS'



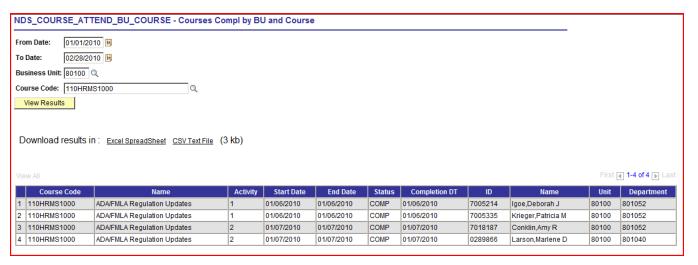




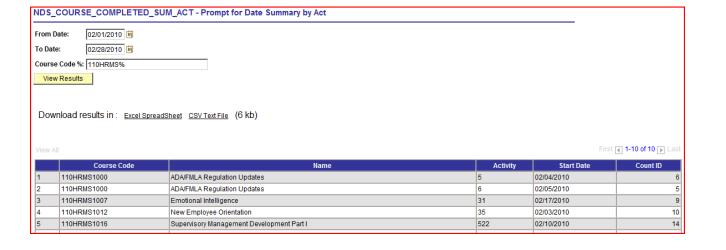


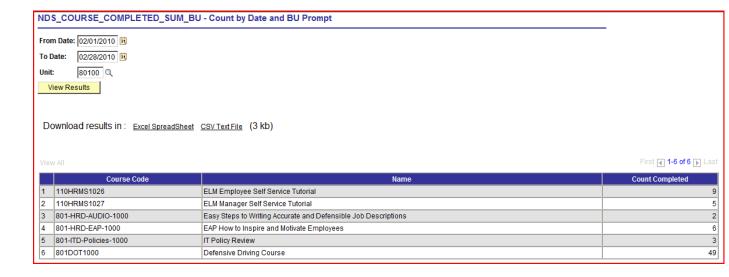


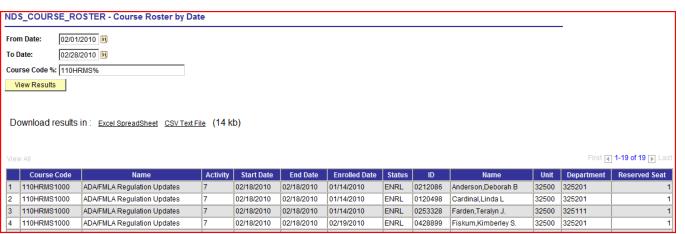


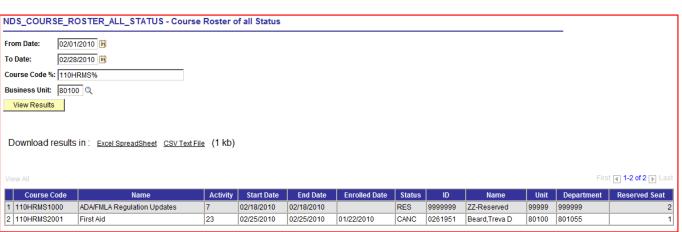








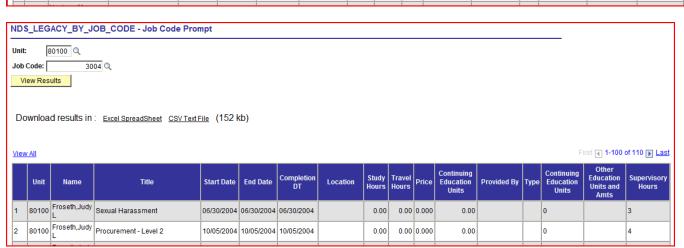


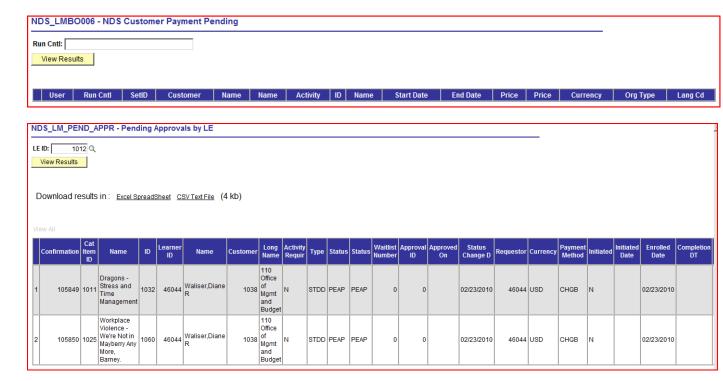


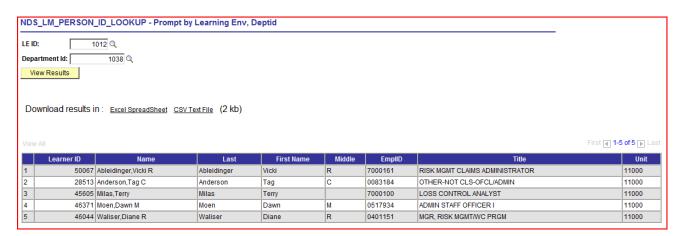


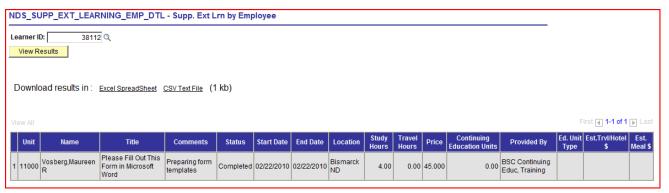
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